Leadership Training Course

Supervisory Level

SUPERVISORY LEVEL LEADERSHIP TRAINING OUTLINE

Hickey and Security Investigation Training Division created a training program for Supervisory Level Leadership training. This course is designed to provide individuals with the necessary tools to effectively supervise subordinates. This training program will also help promote a better and productive workplace environment. This training program is intense and challenge the Leader's ability to adapt to various situations. Leaders will be evaluated on various scenarios and their response on address various situations.

Supervisory Level Leadership Training Course Outline:

1.0 Defining a L.E.A.D.E.R
1.1 Lead
1.2 Evaluate
1.3 Adaptability
1.4 Demonstrate
1.5 Elevate
1.6 Respect

2.0 Relationship Between Supervisors and Employees
2.1 Building and Maintaining Trust
2.2 Don't Cross These Lines

3.0 Customer Services – What is A.I.D.E.T?
3.1 Acknowledge
3.2 Introduction
3.3 Duration
3.4 Explanation
3.5 Thank you

4.0 Recognizing and Maximizing Employees Potential
4.1 How To Recognized And Maximized

5.0 Rewards and Recognitions
5.1 Why Are Rewards and Recognitions Are Important
5.2 How to Develop A Rewards And Recognition Program

6.0 Disciplinary Actions
6.1 How To Properly Document Events and Incidents
6.2 Effective Counseling of Employees
6.3 Do's and Don'ts of Counseling Employees

7.0 Conflict Resolution
7.1 Addressing Internal Conflicts
7.2 Addressing External Conflicts

8.0 Effective Communication
8.1 Defining Effective Communication
8.2 Different Type Of Communication

9.0 Bullying and Harassment In The Workplace
9.1 Defining And Recognizing Bullying In The Workplace
9.2 Defining And Recognizing Harassment In The Workplace

10.0 Culture Diversity
10.1 What Is Culture Diversity
11.0 How To Deal With Stress
11.1 Techniques To Reduce Work Stress

12.0 Leadership Scenarios
12.1 Employees Conflict Resolution
12.2 Empathy Not Sympathy Conversation
12.3 Insubordination Counseling
12.4 Promoting Company's or Department Goals (All In Conversation)

Hours:	Sixteen Hours (16)
Instructional Method:	Lectures / Videos
Classroom Environment:	Academic / On Site Facilities
Training Media:	Videos
Equipment / Material Needed:	Projector / Internet Access
Handouts:	Training Manual
Practical Exercise:	Scenario Training
Test Questions:	Written Test / Practical Exercise
Study Assignment:	See Training Manual
Approved By:	Kenneth H. Hickey, Sr. (Chief Training Instructor)